



| Health

Mobile Emergency Response User Guide



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For assistance call:

800.568.1216 and select **option 1**

Introduction

Thank you for choosing the ADT® Mobile Emergency Response System. We welcome you to the ADT family and are happy to provide added peace of mind to our customers and their loved ones. If you have any questions please call our support team at 800.568.1216 (option 1). They are available 24/7/365, even on holidays.

Your Mobile Emergency Response System is comprised of a Mobile Device and a wireless Emergency Help Button (standard or Fall Detection pendant or wristband). Use your system to contact ADT in an emergency whether you are at home or away. ADT can provide the needed assistance.

What's in the Box

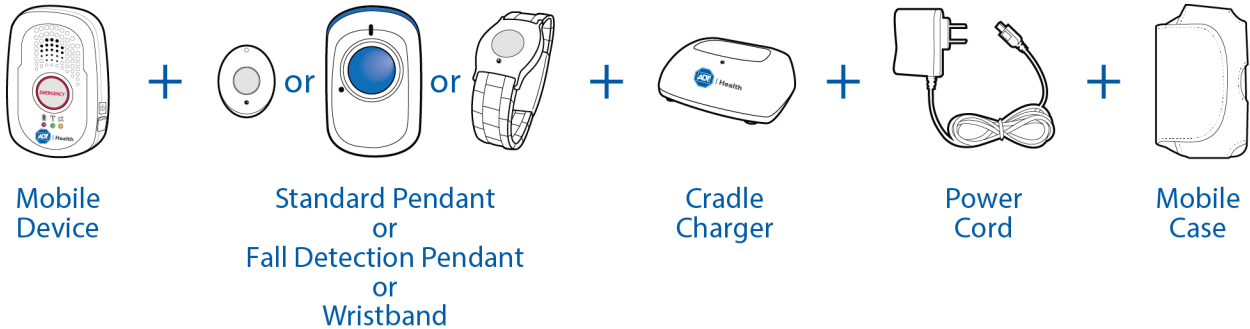


Figure 1

Mobile Emergency Response Features

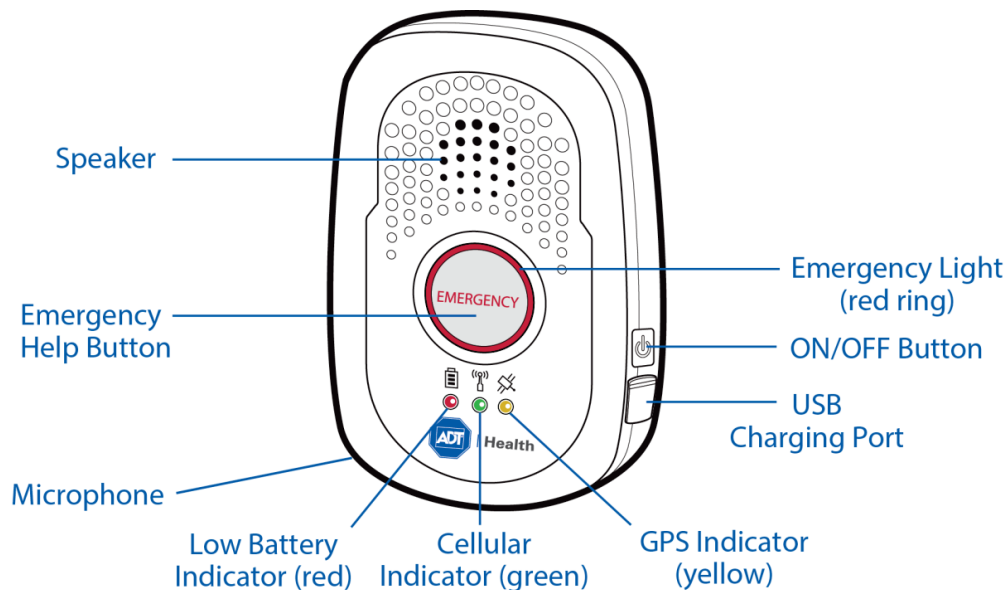


Figure 2



Connecting Your ADT Mobile Emergency Response System

Step 1 Select a Location

- Place the Mobile Device cradle charger near the center of your home or in your bedroom.
- Place it near an electrical outlet.

Step 2 Connect the Cradle Charger (refer to Figure 3)

- Plug the power cord into the slot on the back of the Cradle Charger, making sure that the narrow side is on the bottom.
- Plug the other end of the power cord into an electrical outlet **that is not controlled by a light switch.**
- The green LED light on the plug of the power cord should illuminate.

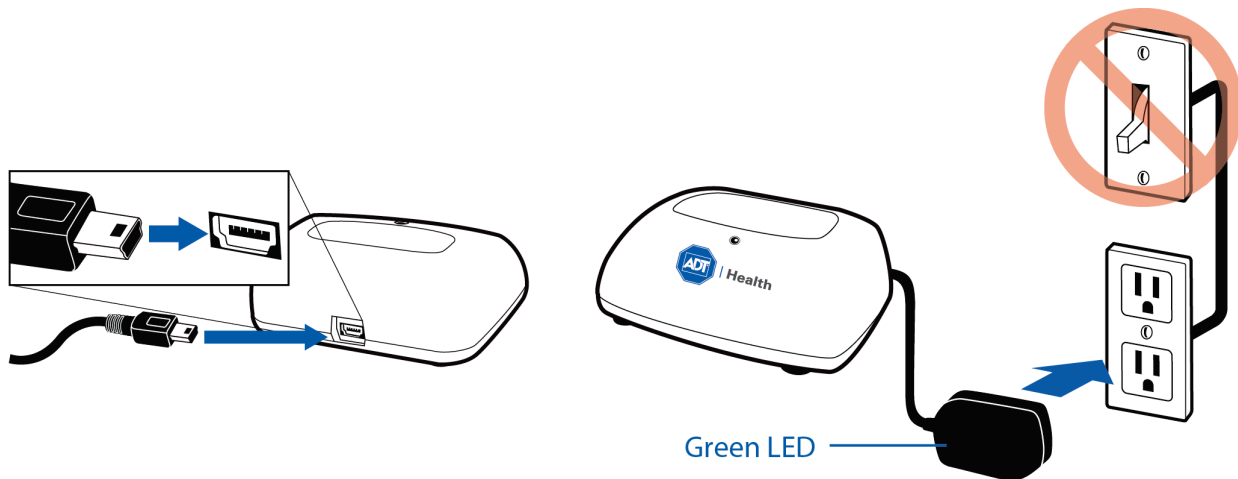


Figure 3



WARNING

To prevent electrical shock, please keep the system away from wet locations.

Step 3 Charge Your Mobile Device

- Place the Mobile Device in the cradle charger.
- The yellow light on the front of the cradle charger will illuminate. If it does not, make sure you have placed the Mobile Device correctly in the charger. Refer to Figure 4.
- The Mobile Device will beep and illuminate within ten (10) seconds.
- The red battery light will come on indicating that the device still needs charging. When the device is fully charged, the red light will turn off. It takes about three (3) hours for the device to be fully charged.

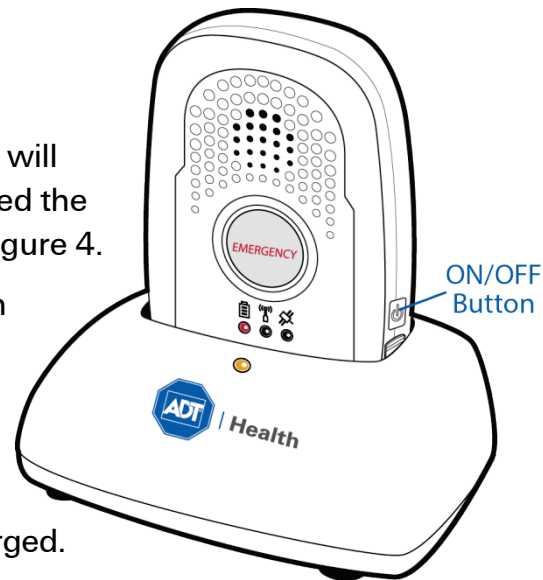


Figure 4

In order to serve you better and make sure your equipment is working properly, please call our support team at 1.800.568.1216 (Option 1) to test your system. They are available 24/7/365.

Turning your Mobile Device ON or OFF

- To turn on your Mobile Device, press the ON/OFF button on the side of the Mobile Device and hold for approximately five (5) seconds. All of the lights will turn on and the green light will start blinking. This indicates the Mobile Device was successfully turned on.
- If you need to turn the device off, again press the ON/OFF button and hold for approximately two (2) seconds. All of the lights will turn off. This indicates your Mobile Device was successfully turned off.

IMPORTANT:

Please note that when the device is turned off, you will not be able to call for help. If the Mobile Device is turned off, it will automatically turn on again when placed in the cradle charger.

Step 4 Test Your Mobile Device (refer to Figure 5)

- Remove the Mobile Device from the cradle charger and hold it.
- Press the Mobile Device's Emergency button firmly once and hold for two (2) seconds until the red light around the Emergency button lights up.
- The Mobile Device will ring several times, indicating your alarm is being sent to ADT.
- A trained ADT emergency operator will communicate with you through the Mobile Device and ask you if you are okay.
- Please state clearly to the operator that, "THIS IS A TEST."
If you do not explain to the operator that you are testing your unit, emergency help could be dispatched.

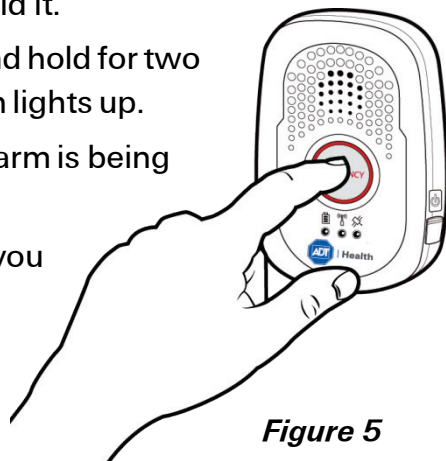


Figure 5

Step 5 Test your Help Buttons (refer to Figure 6.)

- Press the Help button on your wristband or neck pendant firmly once.
- The button's red light flashes once indicating a signal was sent to the Mobile Device.

- The red ring around the Mobile Device Emergency button will light up.
- The Mobile Device will ring several times, indicating your alarm is being sent to ADT.
- An ADT emergency operator will communicate with you through the Mobile Device and ask you if you are okay.
- Please state clearly to the operator that “THIS IS A TEST.”
If you do not explain to the operator that you are testing your unit, emergency help could be dispatched.
- If your Help button is not working properly or if the light is flashing constantly, please call customer support at 1.800.568.1216 (option 1).

Note: Both your charging cradle and your Mobile Device will beep after you call for help.

It is important that you test your system at least once a month.

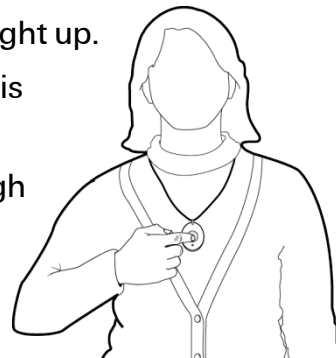
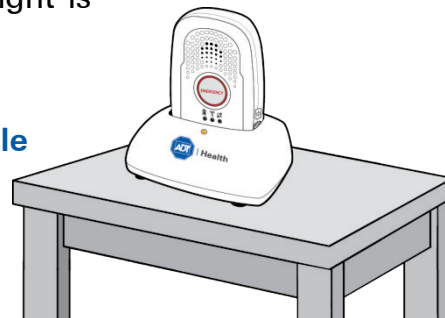


Figure 6





Step 6 Equipment Range Testing

The Help button on your wristband and/or neck pendant will work if they are within 350 feet or less of the Mobile Device, depending whether you are inside or outside of your home.

The purpose of the Range Test is to help you understand the maximum distance you can travel from the Mobile Device and still have the Help button on your wristband or neck pendant continue to communicate properly with the Mobile Device. ADT recommends that you perform this test with another person in order to avoid false dispatch of emergency help.

To perform the Range Test

1. Wear your wristband or neck pendant.
2. Place the Mobile Device in the Cradle Charger.
3. Walk to an area of your home farthest from the cradle charger, such as a guest room or bathroom.

4. Have the other person stay with the Mobile Device to verify that it beeps and to respond to the operator and **explain you are just testing your unit.**
5. Push the Help button once firmly.
6. The Mobile Device will ring several times, indicating your alarm is being sent to ADT.
7. An ADT emergency operator will communicate with you through the Mobile Device and ask if you are okay. Simply respond by saying, "THIS IS A TEST."
If you do not explain to the operator that you are testing your unit, emergency help could be dispatched.

Note: After testing is complete, you are ready to use your system. If you need help, firmly press on one of your Help buttons or press and hold your Mobile Device's Emergency button for two (2) seconds to call for help.



Using the System

To Call for Help

1. Press one of the Help buttons: Standard or Fall Detection Pendants, Wristband or Mobile Device.
2. When you hear an operator asking if you are okay, please provide your status.
3. If you need help, ADT will work with you and the data transmitted by your Mobile device to determine your location. Help is dispatched by ADT through the closest available public emergency responders.

Note:

- If your location cannot be determined, ADT will call your primary contact number as well as emergency contacts.
- ADT cannot dispatch to a moving vehicle.

Mobile Device Light Indicator

Light Indicator	What it Means
 GREEN	Blinking slowly: Device is connected to the wireless network Blinking quickly: Device is NOT connected to the wireless network
 YELLOW	Blinking: Device is communicating with the GPS satellite
 RED	Blinking slowly (off charger): Battery is low—you have one (1) hour or less of battery power remaining On while charging: Battery is charging Off while charging: Battery is fully charged
 EMERGENCY LIGHT	On: Indicates that you successfully pushed your button and sent an alert to the monitoring center
ALL LIGHTS OFF	Device is turned off



Important Safety Information

1. You must always carry the Mobile Device with you when going outside your home.
2. Wear your Help button at all times, especially in the shower and bed.
3. Test your system once a month.
4. The wristband and/or neck pendant will work if they are within 350 feet or less of the Mobile Device, depending whether you are inside or outside of your home.
5. The Mobile Device is not waterproof. Do not expose to water, rain, extreme humidity, sweat, or other moisture. However, your Help buttons (neck pendant and wristband) are waterproof and can be taken with you in the shower.
6. Do not put the neck pendant or wristband through the clothes washer or dryer, or attempt to dry your button out in the microwave or oven.

7. The Mobile Device has a GPS receiver that works best when it has an unobstructed view to the sky.
8. The Mobile Device battery is designed to last over 24 hours after it has been charged for three (3) hours.
9. Avoid temperatures below 14°F (-10°C) or above 113°F (45°C).
10. Do not expose your Mobile Device to dust, dirt, sand or food.
11. The Mobile Device contains sensitive hardware; take care when handling and avoid dropping it.
12. Do not use any attachment or accessory that is not intended for use with this system.
13. Keep electrical cords away from heat sources and sharp edges.
14. Locate electrical cords away from areas where someone could trip over them.
15. Use caution when handling electrical cords.



16. Never install electrical cords during a lightning storm.

WARNING: STRANGULATION AND CHOKING HAZARD

The neck pendant button lanyard has been designed to break away when tugged. However you can still suffer serious personal injury or death if the cord becomes entangled or stuck on objects.

Mobile Device Frequently Asked Questions

How do I call for help?

Firmly press one of your Help buttons or press and hold your Mobile Device's Emergency button for two (2) seconds to call for help. You will hear your Mobile Device beep and then you will hear an ADT operator asking if you are okay. If you are able to speak, please provide your status.

Is the Mobile Device waterproof?

No, however, your neck pendant(s) and wristband are waterproof and can be taken with you in the shower or tub.

Do I need my Mobile Device when I leave my home?

Yes, always take your Mobile Device with you when leaving your home and wear your pendant or wristband at all times at home and away so help is never out of reach.

How long will the Mobile Device battery last?

The battery is designed to last over 24 hours after it has been fully charged.



What if I moved or my personal information has changed?

Please contact Customer Support at 1.800.568.1216 (option 1) any time there are any changes to your personal information, including changes to your address and phone number. This information was collected on your ADT Health Service Agreement, but you are encouraged to call ADT to confirm or change this information.

How will an Emergency Response team get into my home?

Rescue personnel follow different procedures. In most cases, emergency personnel are authorized to break into your home to help you and cannot be responsible for any damages as a result of gaining entry. However, you are encouraged to provide ADT with information on the best way for emergency personnel to gain access to your home during an emergency (lock box codes, keys with neighbors, hidden keys, etc.).

This information was collected on your ADT Health Service Agreement, but you are encouraged to call ADT to confirm or change this information. Please contact Customer Support at 1.800.568.1216 (option 1) any time there are any changes to your personal information, including changes to your address and phone number.

What happens if I push the button but I can't speak?

If you are unable to speak or be heard, we will assume it is an emergency and attempt to dispatch help through the closest available public emergency responders and then notify your personal contacts listed on your profile.

If I accidentally set off the alarm, what do I do?

If you accidentally set off the alarm, let the alarm go through then simply inform the emergency operator that this is a "false alarm." The operator will disconnect and no further action will be taken.

Can I speak into my Help button?

No, you can only communicate with the monitoring center through your Mobile Device. Your Help buttons do not have a speaker or microphone.

Can I replace the cord for my pendant(s)?

Yes, it will work with just about any chain or cord, so feel free to use any one of your personal chains or necklaces.



Can I replace the silicone wristband?

Yes, you may replace the wristband with a standard watchband of your choice.

Does the wristband strap contain any latex?

No, the strap is silicone based with no latex content.

What if I move to a different home or apartment?

We can transfer your service to your new location. Just give us a call one (1) week before you move to determine whether the service will be available in your area.

What if I spend part of the year in another home?

We can transfer your service to your new location. Just give us a call one (1) week before you go to determine whether the service will be available at your other home.

I am going to travel. How should I prepare?

Your Mobile Device will work nationwide anywhere there is AT&T cellular coverage. We recommend that you call Customer Service at least 2 to 3 days prior to leaving, so we can update our systems with your new location address, emergency contacts,

and access information. This helps ensure that if we have to alert emergency responders, they will have all relevant information to assist you without delays.

Please remember to bring the following items when travelling away from home: Neck Pendant and/or Wristband, Mobile Device, Car Charger (if you purchased this additional accessory), Power Cord, and Cradle Charger.

How do I prepare my device for air travel?

Your Mobile Device will need to be turned OFF. Simply hold the On/Off button on the Mobile Device for approximately two (2) seconds until all the lights are turned OFF.

Compliance Statements

FDA Statement

This system complies with regulation 21CFR 820 of the FDA Current Good Manufacturing Practice. The FDA is the official regulatory agency of all food, dietary supplements, medical devices, cosmetics and veterinary products in the United States.

FCC Statement

Product	Mobile	Pendant	Watch
FCC ID	PXTIGM-02	VDQIGP-01	VDQIGP-02

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

15.105 (b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

RF Exposure Information

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) Energy set by the Federal Communication Commission of the U.S. Government.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

In any circumstance the device is not placed in the specific supplied holster, ensure to maintain 2cm separation to your body in usage for RF exposure compliance.

Technical Information

Product	Mobile	Pendant	Watch
IGB-01, IGB-02	115 VAC	12 VDC	1.5 A
IGB-01, IGB-02	Battery Backup	9.6 VDC	1.5 A
IGM-01, IGM-02	Internal	3.7 VDC	930 mAh
WBS	115 VAC	5 VDC	3000 mA
WBS	Battery Backup	4.2 VDC	3000 mA
IGPFD-01	Internal	3.6 VDC	1200 mAh
IGP-01	Internal	3 VDC	230 mAh
IGPWS-01	Internal	3 VDC	230 mAh
IGPWS-02	Internal	3 VDC	230 mAh
IGPWC-01	115 VAC	5 VDC	1000 mA
IGMCA-01	12 VDC	5 VDC	1 A
MCC-02	115 VAC	5 VDC	1 A

Radio Frequency (RF)

All devices frequency transmission = 433MHZ



Legal Information

Manufactured for ADT LLC dba ADT Security Services, Boca Raton FL 33431.

An ADT Mobile Emergency Response System is not an intrusion detection or medical device and does not provide medical advice, which should be secured from qualified medical personnel. The System and Services rely on the availability of cellular network coverage and the availability of global positioning system (GPS) data to operate properly. These systems are not controlled by ADT. There is always a chance that the System may fail to operate properly. The 911 emergency services line is an alternative to the System and the Services. The Fall Detection pendant does not detect 100% of falls. If able, users should always push their Help button when they need assistance.

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Document number: L9384-00 (01/15)

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